

Understand refunds and event changes

Public help

Refunds depend on the event policy, payment method, and reason for the change.

1. Check the event refund policy before buying.
2. If the event is cancelled, wait for organizer or LinkUp instructions.
3. If event details change, check whether the new details still work for you.
4. Contact support with your order number if you need help.

Expected LinkUp behavior

LinkUp should preserve order history and support refund handling for eligible cases.

Implementation status

Expected behavior	Status	Surface	Manual check
Feature behavior should match this article.	Needs Verification	Public web / User App / Backend	Run the article steps in a test account.
Unconfirmed labels are marked with verification notes.	Implemented	BookStack	Search this page for [VERIFY:] .

Verification checklist

- Run the steps with a test attendee.
- Confirm exact UI labels.
- Check any related admin/order record if the feature changes data.

Gaps / notes

- This is a starter article and needs live UI review before public publishing.
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Revision #1

Created 2026-05-25 15:32:25 UTC by Admin

Updated 2026-05-25 15:32:25 UTC by Admin